



Army Benefits Center- Civilian



ABC-C Overview

For:

**West Region Commanders'
Civilian Personnel Advisory Council**

August 31 - September 01, 2004

Mission Statement

Provides advisory services to Army employees through a centralized automated center:

FEHB - Federal Employees' Health Benefits

FEGLI - Federal Employees' Group Life Insurance

TSP-U - Thrift Savings Plan - Uniformed (Military)

TSP - Thrift Savings Plan (Civilian)

FERS - Federal Employees Retirement System

CSRS - Civil Service Retirement System

Retirements - Voluntary & Disability

Survivor Benefits - Deaths and Dismemberment

Function Statement

Responsible for delivery of services via the Employee Benefits Information System (EBIS), the Interactive Voice Response System (IVRS) and trained benefit counselors. Continually monitors and evaluates best business practices for delivery of services world-wide. Prepares regular and special reports for the Center.

IVRS TRANSACTIONS

IVRS
(TELEPHONE)
1-877-276-9287

Counselor-Assisted Calls (05/01/04 - 07/31/04)

May 2004

6,460 Total Calls

Total Calls

:37 Avg. Answer Time

Avg. Answer Time

9:46 Avg. Call Length 9:20

2:52 Avg. Wrap-up Time

Wrap-up Time

June 2004

8,361 Total Calls

:38 Avg. Answer Time

Avg. Call Length 9:35

2:51 Avg. Wrap-up Time

July 2004

7,025

:35

Avg. Call Length

3:37 Avg.

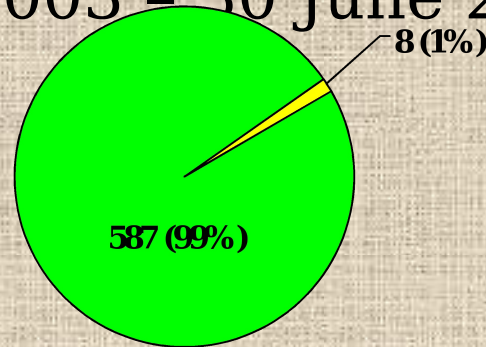
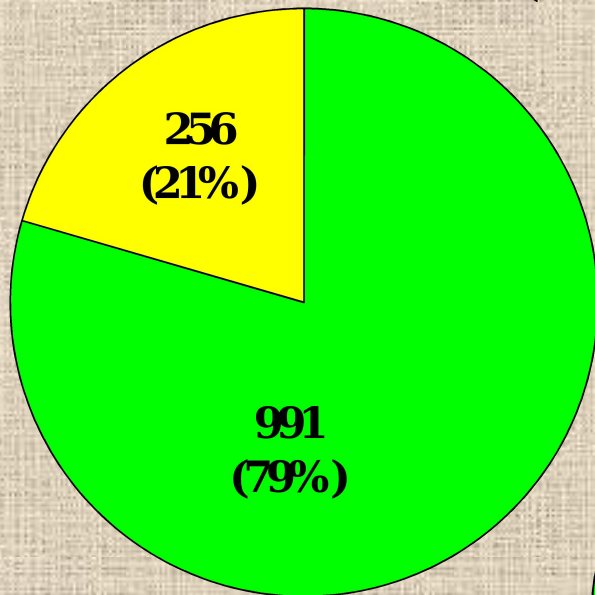
Peak Times are between 8:00 a.m. and 2:00 p.m.

ABC-C Benefit Counselors are available from 6:00 a.m. to 6:00 p.m. CST.

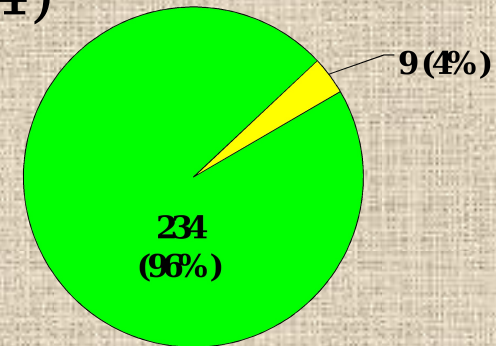
West Region

Non-Disability Retirements/Payroll Suspense Report

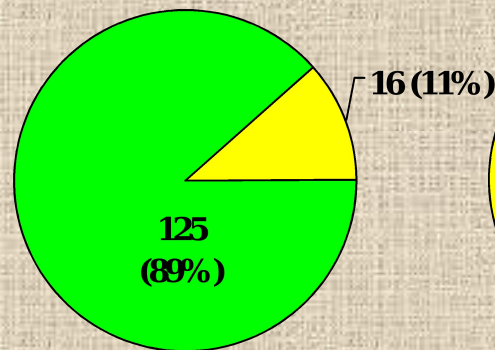
(1 July 2003 - 30 June 2004)



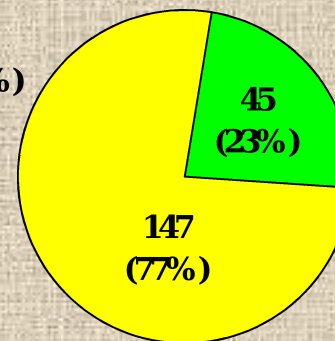
Ret. Rcvd More Than 60 Days: 595



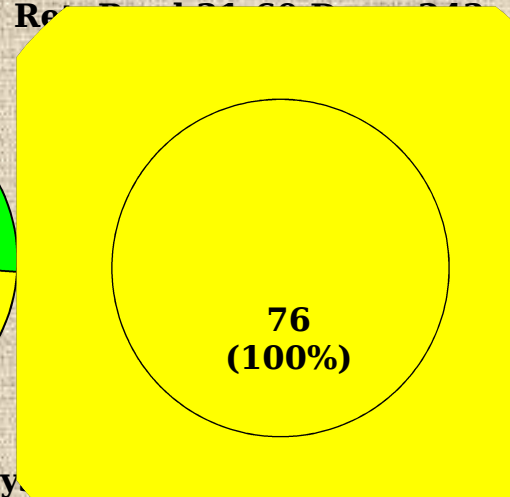
Ret. Rcvd 31-60 Days: 243



Ret. Rcvd 16-30
Days: 141



Ret. Rcvd 1-15 Days: 192



Total Received: 1247

■ Met

■ Did Not Meet

Army Goal: Submit to DFAS NLT 5 working days prior to DOR.

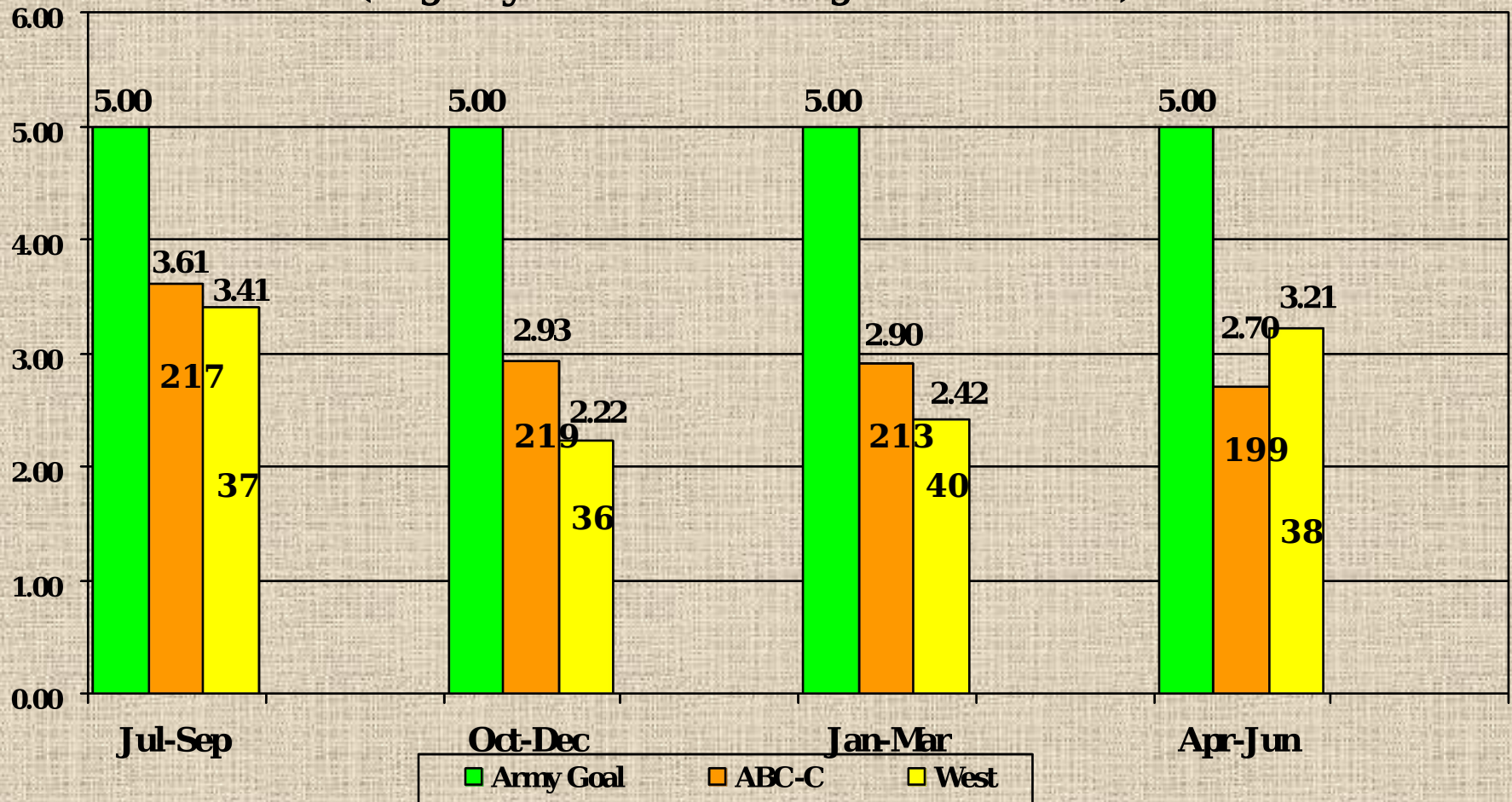
ABC-C calculates timeliness from date complete retirement package is received to date package submitted to DFAS.

ABC-C tracks calendar days.

ABC-C/West Region

Disabilities Timeliness Report

(1 July 2003 - 30 June 2004)



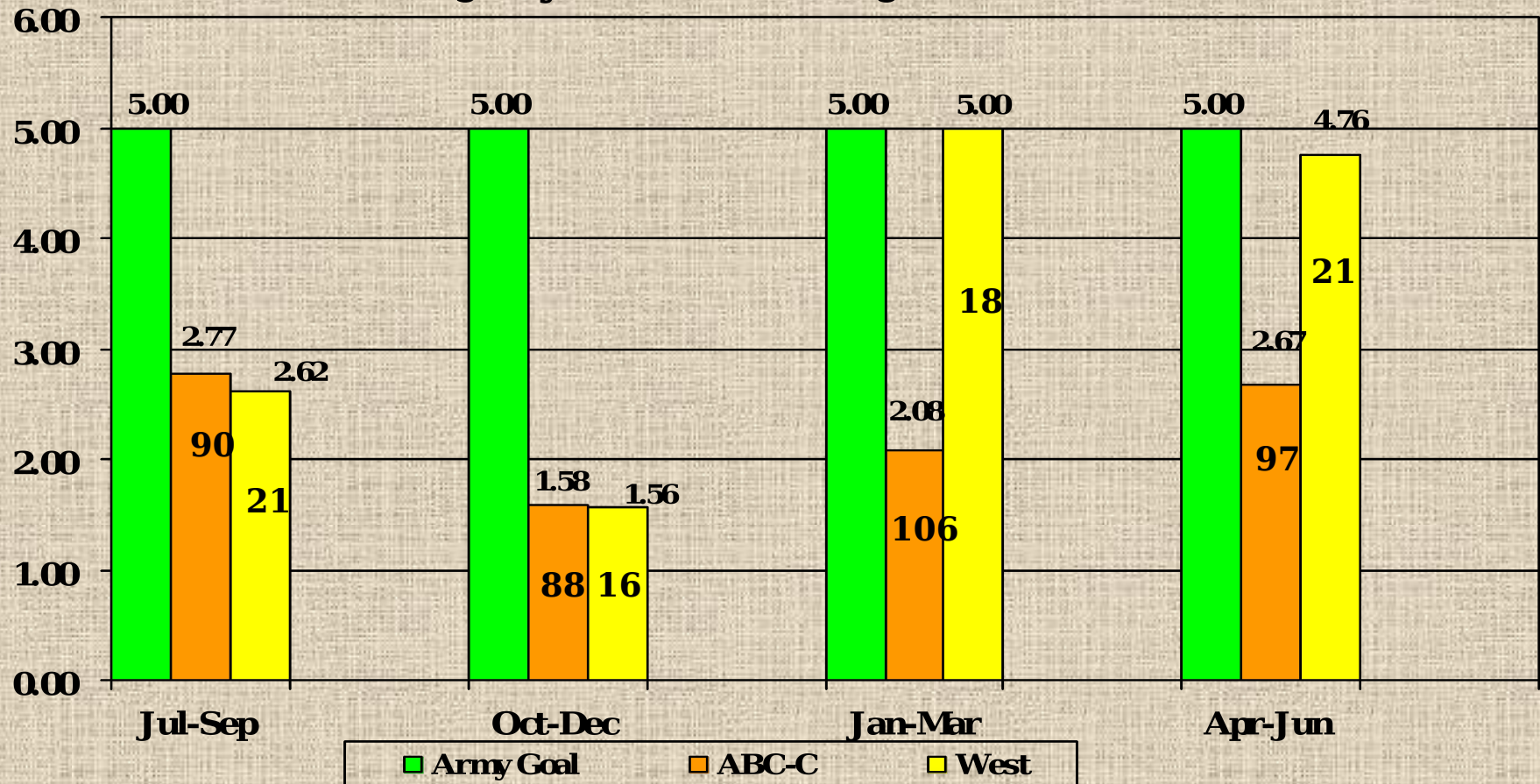
Army Goal: Submitted to DFAS NLT 5 working days following receipt of all documentation.

ABC-C tracks timeliness from date of OPF receipt to date sent to payroll (or) date last item received in order to work the preliminary retirement package to date sent to payroll, whichever is later. ABC-C tracks calendar days rather than working days.

ABC-C/West Region

Death Actions Timeliness Report

(1 July 2003 - 30 June 2004)



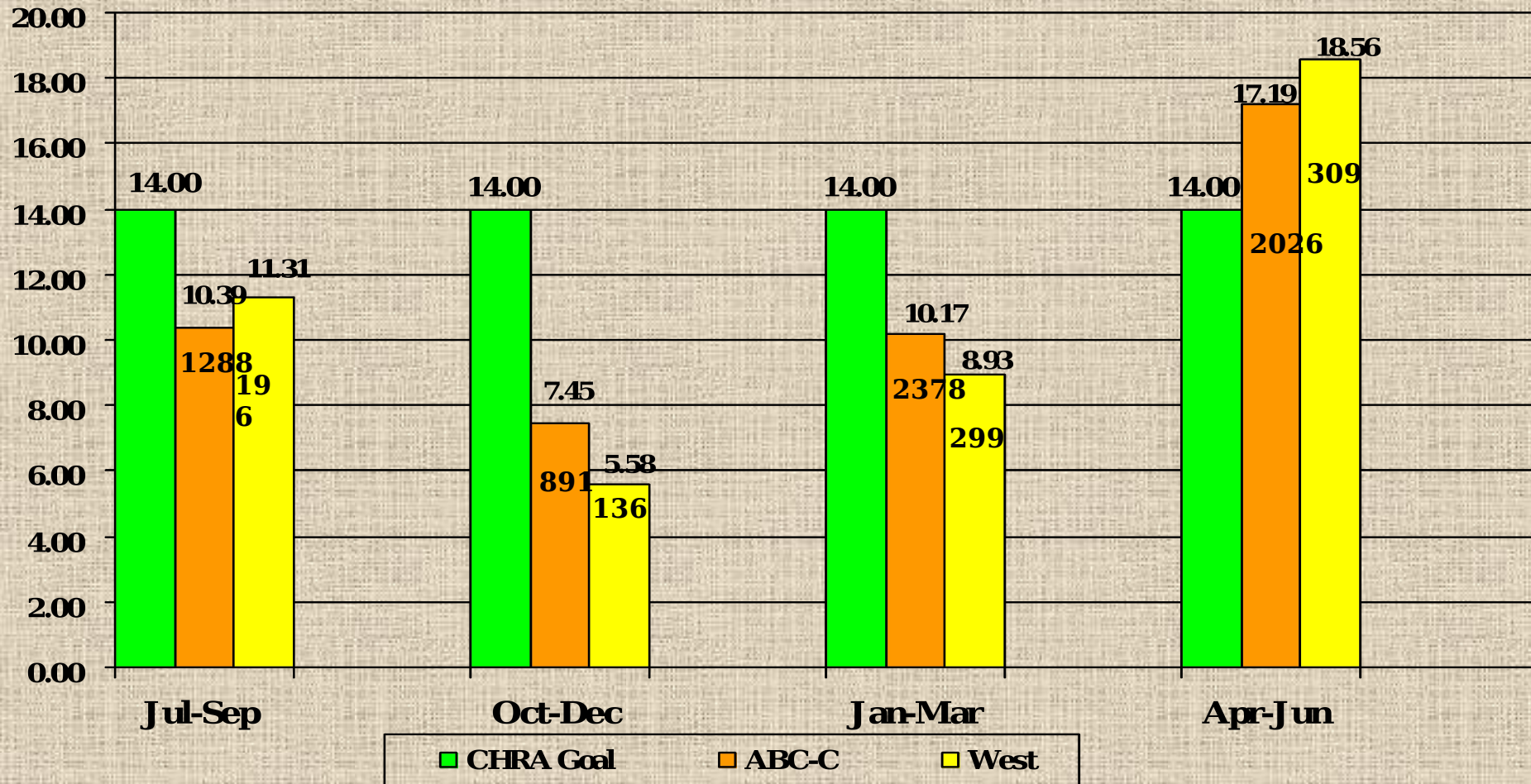
Army Goal: Death submitted NLT 5 working days after date survivor signs and dates death benefits claims.

ABC-C tracks timeliness as date of OPF receipt to date Quick Pay is faxed to OPM for deaths processed under expedited procedures (or) date claim form is received from survivor to date claim form sent to DFAS for deaths processed under lump sum procedures.. ABC-C tracks calendar days rather than working days.

ABC-C/West Region

Estimates Timeliness Report

(1 July 2003 - 30 June 2004)



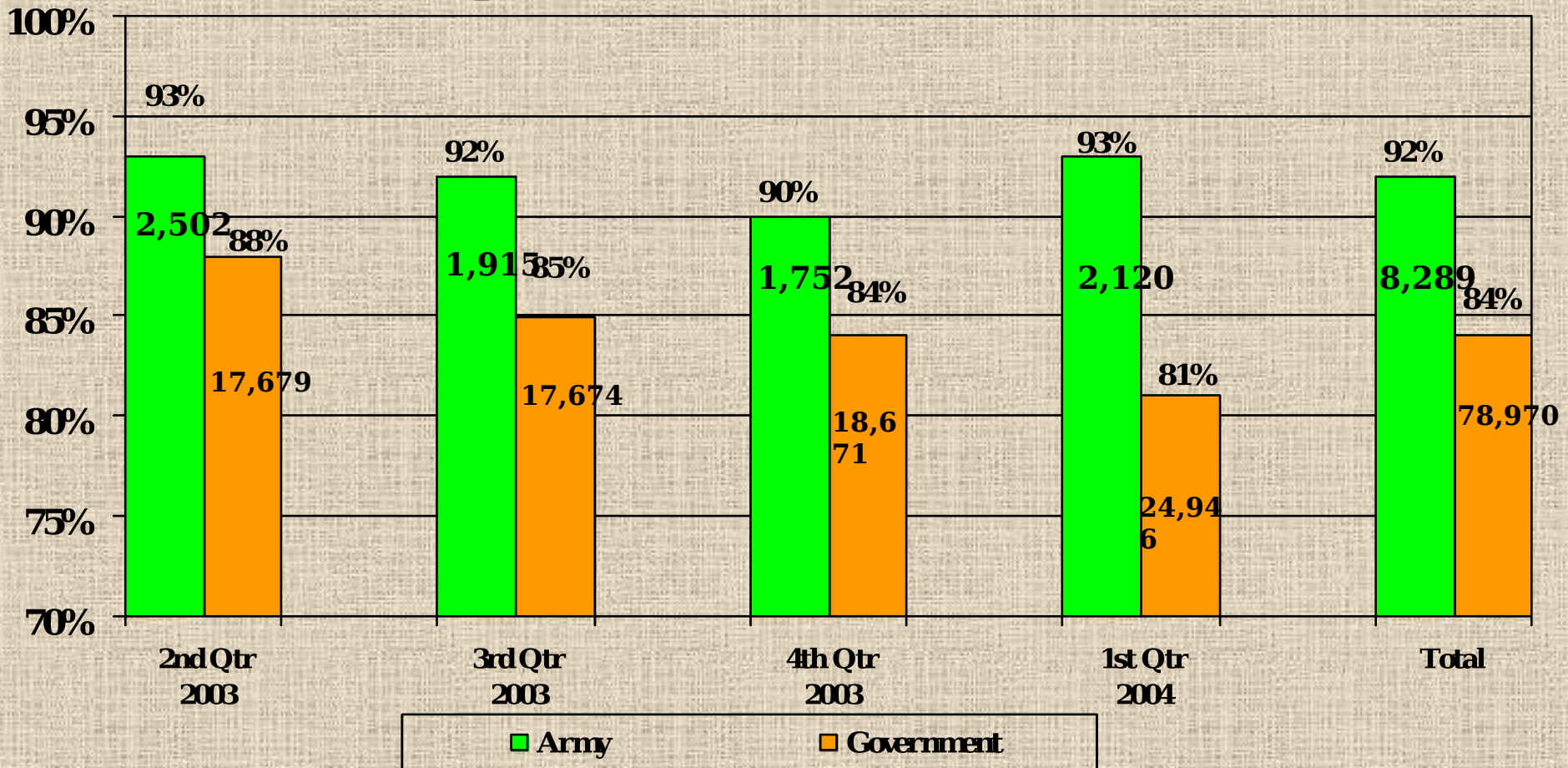
CHRA Goal: 14 days following receipt of estimate request.

Note: These are requests for comprehensive retirement annuity printouts that are not associated with an individual retirement package.

Department of the Army

Aging of Separations Report

(1 April 2003 - 31 March 2004)



CHRA Goal: 14 days following receipt of estimate request.

Note: These are requests for comprehensive retirement annuity printouts that are not associated with an individual retirement package.

WEST REGION PRODUCTION SUMMARY

(01 July 2003 - 30 June 2004)

Benefit Type	Beginning Balance	Received	Completed	On Hand
Death Actions	14	87	90	11
Death Actions (Family)	0	52	52	0
Retirements	69	1346	1246	169
Disability	4	156	152	8
Post 56	16	570	565	21
Deposit/Redeposit	12	209	215	6
Estimates	19	971	940	50
OPM Inquiries	5	71	76	0
TSP Make-Up Contributions	0	12	12	0
TSP Military	0	0	0	0
FEGLI	2	51	51	2
TCC	4	60	64	0
FERCCA	0	0	0	0

ABC-C PRODUCTION SUMMARY

(01 July 2003 - 30 June 2004)

Benefit Type	Beginning Balance	Received	Completed	On Hand
Death Actions	56	445	451	50
Death Actions (Family)	7	237	238	6
Retirements	402	7785	7202	985
Disability	33	841	853	21
Post 56	80	2906	2839	147
Deposit/Redeposit	43	1194	1177	60
Estimates	131	6732	6583	280
OPM Inquiries	27	594	609	12
TSP Make-Up Contributions	0	101	89	12
TSP Military	0	6	6	0
FEGLI	4	233	230	7
TCC	17	527	541	3
FERCCA	0	0	0	0

Continuing Challenges

- Last Minute VERA/VSIP approvals.
- Late submission of retirement packages.
 - Direct correlation between packages submitted less than 30 days of DOR and inability to meet timeliness goals.
- FERCCA
- Relieving CPAC of Benefits Workload
- DCPDS Database Quality

Future Initiatives

- IVRS access for separated employees
- Electronic estimate requests
- PPRT

Success Story

Retiree Satisfaction Survey

- 4-page surveys were mailed June 2003
- Random sample of 5,193 retirees
- 60% response rate-very high
- Overall, retirees were very satisfied with:
 - ABC-C counselors being helpful and friendly
 - Quality of the pre-retirement seminar
 - Usefulness of information from the website
 - Estimates and final payments

Success Stories

- Counselor Wait Time
- Site Assistance Visits
- Partnership with DFAS
- Video Tele-Training (VTTs)
- Employee Retirement Guide
- New Employee Flyer